

neo



GLOBAL
BUSINESS
TRAVEL

Service Pack 3 Neo 23.2

27 JUNE 2023

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ADVANCE NOTICE

[TRANSPORT] END OF FLEXIBLE TRAVEL TIME SEARCH AND UNPRICED SOLUTIONS

MADE FOR...?	Traveler Arranger
ACTIVATION REQUIRED?	No
RELEASE DATE	Neo 23.3

SYNOPSIS

Flexible Travel Time Searches

Analytics have demonstrated that searches for travel which are done by using the flexible travel time feature decreases the conversion rate by 5%. This is mainly due to a lack of results returned by the different sources when generic data is entered. By using an exact time, or time ranges, users spend less time on making travel searches.

Neo will offer the possibility to activate ranges of time independently from flexible travel time. There will be added options on the result page allowing users to search before and after. There will also be a new time picker which will be delivered in Neo 23.3, and as a result the flexible travel time will be automatically disabled.

Unpriced Solutions

In 25% of searches for transport where users click on flight schedules, it has been shown that there was a lack of understanding, especially when a flight was unable to be booked.

New buttons, and options allowing users to adjust searches and find other schedules are being worked on since the Neo 23.2 version and will continue in the upcoming version of Neo. Primarily, an option for 'search before and after' and a new time picker will be added. Neo will therefore be able to deactivate schedules from One Way and return trips.